

Te Pō Hono Picnic Box Terms and Conditions

By pre-booking online, you will pay a discounted price.

Picnic boxes are also available on the day for walk-ups but there are limited numbers available and won't be eligible for discount. Book ahead to receive the discount and avoid disappointment.

Online picnic box bookings close:

At 4.30pm on the Wednesday before each Late night. For example:

- For the Zoo Late on Saturday the 17th of January, online picnic orders will close on Wednesday 14th January at 4.30pm.
- For Valentine's Day Late event, picnic orders will close Wednesday 11th February at 4.30pm. All guests who book a picnic box are advised to enter their phone number so that the caterer can confirm the booking and advise of any updates or changes if needs be.

It will be up to the customer to bring their ticket (either on their phone as proof, or a printed copy) to exchange for their picnic box on the night.

Picnic boxes can be collected at the Te Puna Window on the day of your Zoo Late or Valentine's Day event from 4pm onwards.

Members must present their member ID to the staff upon collection. Failure to present a valid membership will result in full payment for the picnic box (paying the difference between the online price and the price on the day).

A cash bar will be operational on each night for guests to purchase wine, beer, soft drinks.

Cancellation of the booking will, in Montana Group's sole discretion, result in a cancellation fee as follows:

- Cancellation within 7 days of the event will incur a 50% cancellation fee;
- Cancellation 24 hours before the event will incur a 100% cancellation fee;
- "No shows" will not be refunded.

The Customer acknowledges that:

- Menu content is always subject to change due to market or seasonal availability.
- Picnic boxes do not include drinks, these can be purchase separately on the evening.
- Where, due to unforeseen circumstances (eg supplier shortage), Montana Group is unable to provide the agreed menu or Catering Services, Montana Group reserves the right to adapt the menu and Catering Services via email with the customer.
- In the rare case that the Zoo is forced to cancel a session due to inclement weather, notice of cancellation will be provided within a day's notice of a session. This is at the sole discretion of Zoo Management and all customers who have booked will receive a 100% refund.